

W-01303A-08-0227
SW-01303A-08-0227



0000091472

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73562

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Randall Last: Robinson

Account Name: Randall Robinson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01303A-08-0227
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SUN CITY WEST

Customer is opposed to the 79.8 % proposed increase in rates by Az. Amer. Water Co. He states the company just raised rates and added a surcharge, but the quality of water has not improved. He believes any increase to raise rates twenty times the cost of living is ludicrous, as many of the residents in this area are living below the poverty level. He wanted to make known his feelings about the way a public meeting was held relating to the proposed increase. He states the residents of the community did not appreciate the one-sided meeting by the company and it was totally unacceptable to have ended the meeting 45 mins. early after unplugging the microphone on a woman speaker. Customer wanted to be sure he was doing everything he could to prevent this increase in rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer on access information to the ACC website that will allow him to follow the filings for the case and that his opinion would be docketed and made a part of the record.

End of Comments

Date Completed: 12/2/2008

Arizona Corporation Commission

DOCKETED

Opinion No. 2008 - 73562

DEC - 3 2008

DOCKETED BY

[Signature]